

**"..consistently professional, courteous, and competent in handling requests submitted. It is reassuring having people like this to work with."**

Department of Emergency Services  
Cavalier

**"efficient at getting me back in business. I was impressed - you would have been too."**

Department of Human Services  
Bismarck

**"We really like the fact we have the IVR system generating these Heat tickets. IVR problems are detected and solved before we even realize there is a problem to begin with. This has been working extremely well and the downtime has been kept to a minimum. Thank you!"**

Game and Fish Department  
Bismarck

**"The individual that I talked with was courteous and helpful in addition to being a good listener. Overall, I was very pleased with the contact and information."**

Halliday 19  
Halliday

**"The Help Desk people are wonderful to say the very least. They are very professional, kind, patient, and intelligent."**

Independent Study Division  
Fargo

**"Thank you for digging in and finding the problem! You guys are all great to work with and are always getting to the bottom of the problem. Thank you all."**

Department of Human Services  
Bismarck